

2010 Customer Satisfaction Survey

User Type

17%

* 1. Which of the following would best describe your user role?

- Intake
- Information & Referral
- Data Entry
- Fiscal
- Case Manager
- Nutrition Services
- Investigator
- Other (please specify)

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2010 Customer Satisfaction Survey

Harmony Products

25%

* 1. What Harmony products do you use?

- Harmony for Aging (SAMS)
- Harmony for Adult Protective Services
- OmbudsManager
- Intellectual Disabilities

2. Are you satisfied with the performance of your application?

- Yes
- No
- If no, please describe the issues you are experiencing.

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2010 Customer Satisfaction Survey

Harmony Support

33%

Please indicate if you agree or disagree with the following statements.

1. The support phone queue is easy to understand and navigate.

- Agree
 Disagree
 Not Applicable

What changes would you like to see us implement?

2. My calls are answered in a reasonable time-frame.

- Agree
 Disagree
 Not Applicable

3. Harmony's support representatives are professional and courteous.

- Agree
 Disagree
 Not Applicable

4. My questions or issues are resolved in a reasonable amount of time.

- Agree
 Disagree
 Not Applicable

5. Harmony's support representatives are knowledgeable about the product.

- Agree
 Disagree
 Not Applicable

What knowledge areas are deficient?

2010 Customer Satisfaction Survey**Contacting Support**

42%

1. How do you prefer to submit a ticket to Harmony support?

 Phone Online Portal E-Mail Not Applicable2. Are the existing support time-frames acceptable?
(Monday – Friday, 8:00am - 9:00pm Eastern Standard Time) Yes No

If No, what additional coverage periods would be helpful?

 E-Mail Not Applicable2. Are the existing support time-frames acceptable?
(Monday – Friday, 8:00am - 9:00pm Eastern Standard Time) Yes No

If No, what additional coverage periods would be helpful?

3. On average, how many calls/contacts do you make before getting a resolution to your problem?

 One Two Three or more Not Applicable[Back](#)[Next](#)

2010 Customer Satisfaction Survey

Support Services

50%

1. Please rate the overall quality of Harmony's handling of your issues.

Excellent Average Fair Poor Not Applicable

Select one.

2. Would you like Harmony to facilitate more state and local Users Groups?

Yes

No

Not Applicable

3. Are there additional support services you would like to see Harmony provide?

Yes

No

What additional services would you like offered?

HIPAA security and privacy risk assessments.

Not Applicable

3. Are there additional support services you would like to see Harmony provide?

Yes

No

What additional services would you like offered?

HIPAA security and privacy risk assessments.

What additional services would you like offered?

4. How would you rate our overall satisfaction with Harmony support services?

Extremely Satisfied

Very Satisfied

Moderately Satisfied

Not Very Satisfied

Extremely Unsatisfied

Not Applicable

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2010 Customer Satisfaction Survey

You have indicated that you are dissatisfied with support services.



58%

1. What would you like to see changed.

I would like to see Harmony Inc. take my HIPAA privacy and security concerns seriously. Since January 2008, I have described and documented privacy and security vulnerabilities that potentially put the entire nation-wide health information exchange (HIE) effort under the HITECH Act of 2009 at risk. In 2008, I expected that, because of the unprecedented nature of the privacy and security vulnerabilities, Governor Doyle (Wisconsin) and former Governor Tommy Thompson (on Harmony's Board of Directors) would quietly order that SAMS be taken off-line and fixed. Rather than that happening, Tonya Harmon

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2010 Customer Satisfaction Survey

You have indicated that you are dissatisfied with support services.



58%

1. What would you like to see changed.

health information exchange (HIE) effort under the HITECH Act of 2009 at risk. In 2008, I expected that, because of the unprecedented nature of the privacy and security vulnerabilities, Governor Doyle (Wisconsin) and former Governor Tommy Thompson (on Harmony's Board of Directors) would quietly order that SAMS be taken off-line and fixed. Rather than that happening, Tonya Harmon (CEO of Harmony) and the Wisconsin Department of Health Services collaborated in their denials of vulnerabilities. I have documented my concerns on my website at: <http://www.metasteward.net>.

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2010 Customer Satisfaction Survey Support Communications

67%

Please indicate if you agree or disagree with the following statements.

1. I am satisfied with the level of ongoing communication from Harmony relating to enhancements or upgrades to my application.

- Agree
- Disagree
- Not Applicable

What would you like to see Harmony do differently.

2. I am satisfied with the level of communication from Harmony relating to the maintenance of my application.

- Agree
- Disagree
- Not Applicable

What would you like to see Harmony do differently.

- Agree
- Disagree
- Not Applicable

What would you like to see Harmony do differently.

3. It is clear to me how to escalate an issue or concern within Harmony.

- Agree
- Disagree
- Not Sure

4. In what areas would you like Harmony to increase the quality and/or frequency of customer outreach?

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2010 Customer Satisfaction Survey

Training

75%

Please indicate if you agree or disagree with the following statements.

1. I am satisfied with the training options available to me.

Agree

Disagree

Not Applicable

What additional options would benefit you?

Wisconsin does not directly provide training opportunities or revised SAMS' instructions volunteer data entry operators. Materials are provided to program administrators who pass information down to volunteers

2. I know how to access Harmony's online support materials.

Agree

Disagree

2. I know how to access Harmony's online support materials.

Agree

Disagree

3. I know how to access ongoing training sessions/webinars.

Agree

Disagree

4. What types of training would best suit your organization?
(Select all that apply.)

Online Trainer Facilitated Courses (OnLine Live!)

Online Self Facilitated Training

On-Site, Hands On Training

User Documentation (Training Manuals)

Other (please specify)

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2010 Customer Satisfaction Survey

General Perceptions of Harmony

83%

Please indicate if you agree or disagree with the following statements.

1. Harmony understands my business needs and challenges.

- Agree
 Disagree
 Not Applicable

How could we improve?

2. Harmony is a strong partner who supports my business goals.

- Agree
 Disagree

3. I feel Harmony is **proactive** in working with my organization.

- Agree
 Disagree

Where would you like to see Harmony more engaged?

4. I feel Harmony takes my issues/concerns seriously.

- Agree
 Disagree
 Not Applicable

How could we improve?

5. I would recommend Harmony products and services to others in my field.

- Agree
 Disagree

6. Please rate the overall quality of your relationship with Harmony.

- Extremely Satisfied
- Very Satisfied
- Moderately Satisfied
- Not Very Satisfied
- Extremely Unsatisfied

7. Please rate your overall satisfaction with Harmony in terms of value.

- Extremely Satisfied
- Very Satisfied
- Moderately Satisfied
- Not Very Satisfied
- Extremely Unsatisfied

8. Please rate your overall customer experience.

- Extremely Satisfied
- Very Satisfied
- Moderately Satisfied
- Not Very Satisfied

- Extremely Satisfied
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7. Please rate your overall satisfaction with Harmony in terms of value.

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2010 Customer Satisfaction Survey

Final Comments



92%

1. Do you have any improvement recommendations for us?

See my website at: <http://www.metasteward.net>

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2010 Customer Satisfaction Survey

Thank You

We Value Your Feedback

Your opinions have been submitted as part of our customer satisfaction initiative.


[Done](#)

Help consumers stay in their homes and communities.

Protect vulnerable adults from abuse.

Meet funding source reporting requirements.

Decrease cost and improve satisfaction through rebalancing and self-directed care.

 [Learn more](#)



news & events

07/14/10: Arkansas Selects Harmony Information Systems

> [more harmony news](#)

Florida Conference on Aging: August 16-18

> [more harmony events](#)

blog

08/04/10: Tennessee's "TennCare"

Integrated Health and Human Services Management

Harmony provides integrated health and human services management products that enable organizations to manage growing consumer case loads with existing resources. Purpose-built products for:

 [Adult and Aging Services](#)

 [Intellectual Disabilities](#)

 [Adult Protective Services](#)

 [County and Provider Social Services](#)



meeting tomorrow's challenges today

AGING
& APS

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